

Good[™] for Enterprise

Windows Phone User's Guide

Version 2.0

Contents

1	Getting Started	1
	System Overview	1
	About Good for Enterprise Applications	2
2	Setting Up Good for Enterprise	3
	Installing Good for Enterprise for the First Time	3
3	Using Good for Enterprise	5
	Email	6
	Viewing and Working With Attachments	11
	Creating Email Messages	12
	Responding to an Event Request	15
	File Repository	16
	Contacts	19
	Viewing Contacts	21
	Finding Contacts	23
	Handling Contacts	23
	Adding a Contact	25
	Calendar	26
	Viewing Appointments	27
	Adding New Appointments	31
	Editing and Deleting Meetings	34
	Tasks/To Do	34
	Notifications	36
	Exiting and Returning to Good for Enterprise	38
	Security	39

Windows Phone 8 Synchronization 39

4 Preferences and Maintenance 40

Email 41

Folder Synchronization 41

Out of Office 42

Signature 42

HTML Email 42

Calendar/Contacts 43

Calendar 43

General 43

Lock 43

Password 44

Confirm exit 44

Notifications 44

About 44

License 45

Debug Mode 45

Copyright, trademark and patent information. 47

1 Getting Started

Welcome to Good Mobile Messaging, the behind-the-firewall, wireless corporate email and data access system from Good Technology. Good for Enterprise provides your Windows Phone 8 device with a wirelessly synchronized, encrypted connection to your company servers, so you can instantly access up-to-date corporate email, calendar, and contacts from behind the firewall, when away from your desk.

System Overview

Your device works in conjunction with your email server and Good Mobile Messaging Server software on your corporate network. When you start up Good for Enterprise, your device connects wirelessly with your corporate network using the high-speed wireless network service supported by your device.

Good for Enterprise Service synchronizes your device with your email, calendar, and contacts, just as those applications synchronize your desktop computer and laptop with your email server. In this way, your company and device folders present the same information to you. (Public folders and personal folders stored on your PC hard disk or laptop are not synchronized.)

Your *Windows Phone 8 User Guide* describes your device before it has been set up for use with Good for Enterprise software. In most cases, the guide remains accurate after the device has been set up. However, where your device guide describes Email, Calendar, and Contact applications, use this guide instead for your corporate account.

About Good for Enterprise Applications

Good for Enterprise applications are wirelessly synchronized with your email server account. The data that gets synchronized includes:

- Email messages

Both message status and basic folder contents are synchronized. For example:

- Messages marked read on your device are marked read on the email server and in your Inbox.
- New messages sent to your email server Inbox are also automatically sent to your device.
- Messages you delete from the Inbox on your device are also deleted from your company Inbox.

For more information on email synchronization, see “Windows Phone 8 Synchronization” on page 39.

- Contacts

All personal contacts in your company email application are added to your device and kept synchronized, if your administrator authorizes this feature. Personal contacts are those stored in the Contacts portion or Address Book in your company account (the ones that you see when you click Contacts in your company email).

- Calendar

Both calendar events and event requests are synchronized. You can accept or decline event requests from your device.

You do not need a physical connection to your computer to synchronize. Synchronization happens whenever the device is on, you are running Good for Enterprise, and you are connected to the Internet.

An active wireless network connection or access to a WiFi network (if it is supported by your device) is required for synchronization to work when you are running Good Mobile Messaging.

2 Setting Up Good for Enterprise

Once your account is activated by your IT administrator, you will receive a welcoming message from Good that gets you started setting up Good for Enterprise. You won't need to return your device to the administrator for setup or connect it to a computer.

Installing Good for Enterprise for the First Time

To set up your device with Good for Enterprise:

1. Your IT administrator will send you a message with your email address, a PIN (and expiration date, if applicable), and a URL address.
2. Make sure your device is fully charged and your wireless connection is active. See the documentation that came with your device for details.
3. Use the device browser to navigate to the URL address provided in the email sent by your IT administrator. You will be redirected to the Good for Enterprise application in the Windows Marketplace.

Click the link to initiate the download and automatic installation of the Good application. When installation is complete, launch the application.

4. Enter your login information. This includes:
 - Email address.
 - PIN.
 - Select Next.

A series of download, install, and connection screens appears. The status indicators at the top of the screen change to track setup progress.

5. If your administrator has enabled a policy requiring a password on Good for Enterprise, you'll be prompted to set it now.

When services are connected, Good for Enterprise automatically synchronizes your device with information in your enterprise email account. This includes email messages, contacts, calendar appointments, and so on. (For more information, see "Windows Phone 8 Synchronization" on page 39.)

Note: If you see any errors during startup or if your connection appears to fail, contact your IT administrator.

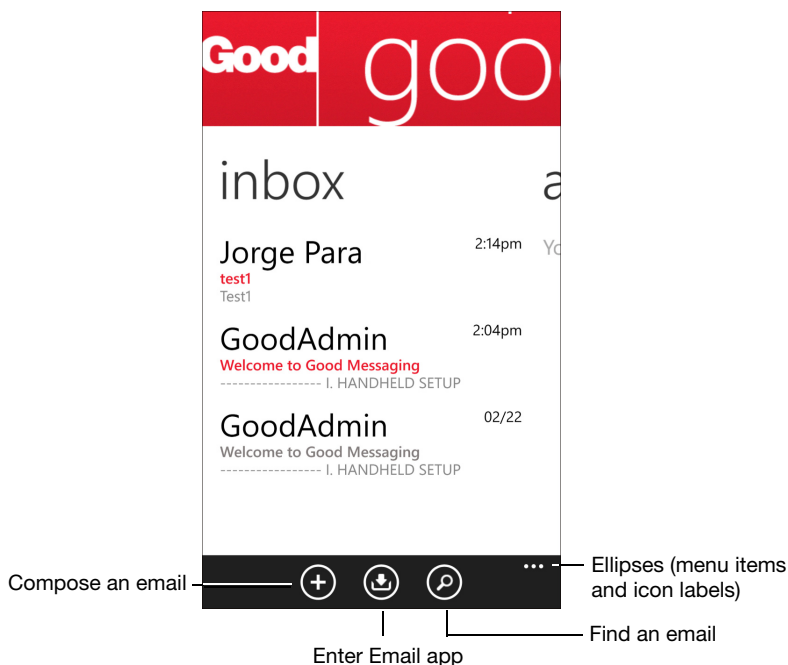
Note: Synchronization with the Good Network Operation Center will not work reliably if the Windows Phone device is connected to Zune desktop software via USB.

Congratulations! You are ready to use Good for Enterprise applications on your device.

3 Using Good for Enterprise

After your device is set up, company email messages, contacts, and activity will be synchronized with it. You can use the device to manage your email and contacts, and view your calendar, in the same way that you would in your company account. Your 100 most recent company Inbox emails, as well as the 100 most recent emails for all subscribed subfolders, will be added to your device.


Good starts with a panorama of available applications: Inbox (email), Agenda (appointments for the day), Favorites (favorite contacts), Menu (email, calendar, contacts, tasks, documents). Your Inbox is displayed by default. The panorama includes your ten most recent emails, eleven next appointments, and “favorite” contacts.

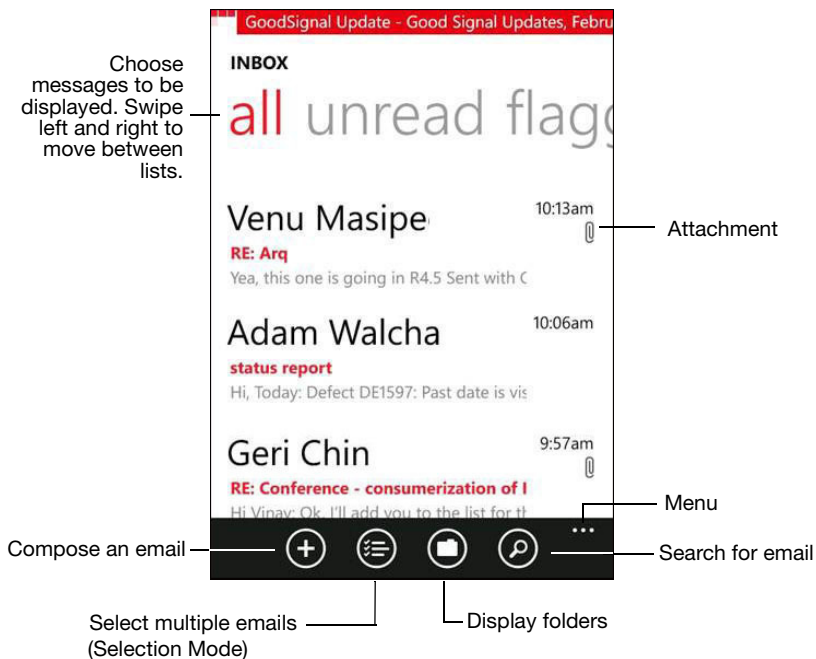


Email





From the Panorama Email panel, you can:

- View latest messages
- Compose a new message
- Find a specific message
- Enter the Email app


Tap the “Pivot” icon  in the toolbar to enter the Email application, or tap an email to open it.



Status indicators in the Email List

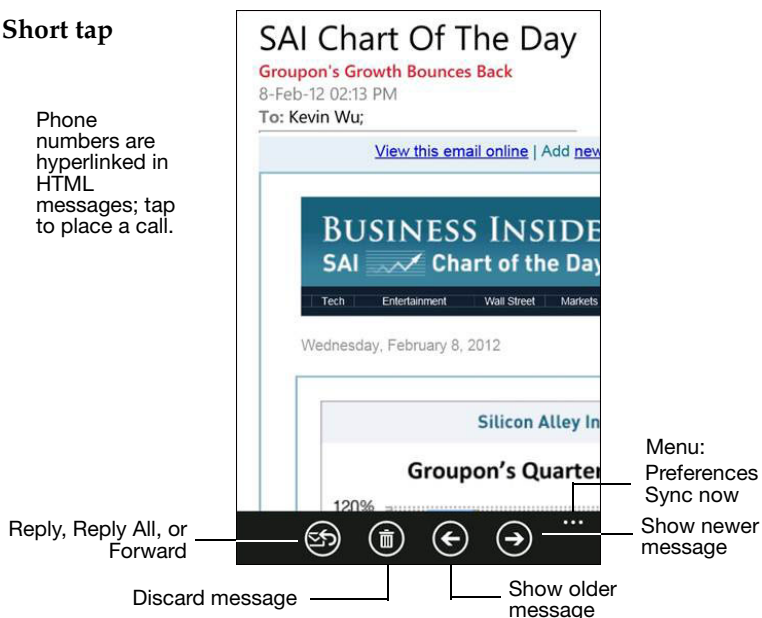
	New, unread message		Opened message (no icon)
	Replied-to message		Event request
	Forwarded message		High importance
	Attachment		Flagged

Tap an email to display its contents. Long tap it to display a menu of actions to take with it (mark as unread, delete, move to a different folder, or flag for follow-up).

Your email list is updated on a continuous basis, but you can also tap the ellipsis  in the toolbar and tap Synchronize to force immediate updates.

Short tap

Phone numbers are hyperlinked in HTML messages; tap to place a call.

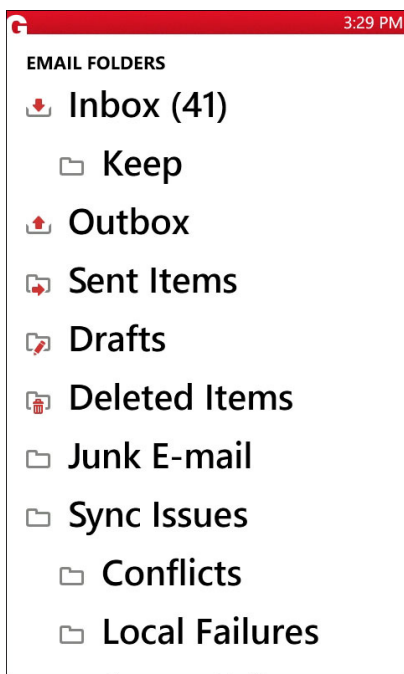


To enable/disable display of HTML email as sent, refer to "HTML Email" on page 42. With HTML turned off, messages will appear as plain text.

Your Good setup on the device includes your company folders. You can use these folders for managing email messages. Messages are synchronized between your company account and your device for these folders.

To access the folder list, click the Folders icon  in the Email list toolbar.

Tap a folder in the list to open it.




Your device will contain any email folders that you have added to your company account. (You can create and rearrange folders using your company account, but not using your device.) If you create subfolders under Drafts, Contacts, Calendars, or Outbox, these folders will not appear on your device. You must enable synchronization of email for each desired personal folder using Preferences (“Folder Synchronization” on page 41). If you don’t enable synchronization for a folder, you’ll need to maintain it manually.

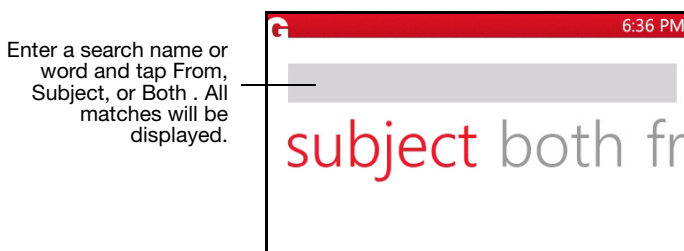
Only email folders that are stored on your email server are included on your device. Personal email folders (*.pst) stored on your computer’s hard disk are not included. (You can access both types of folders with your company account.)


If you create folders and subfolders in your company account, or subfolders under Drafts, Contacts, Calendars, or Outbox, these folders are also created on your iPhone. However, the messages in them are not synchronized.

To enable email synchronization for additional folders, open the folder list from the email list and tap the folder to be synchronized. Tap the **Subscribe to Folder...** prompt. The folder's latest 100 emails will be added from your company email account. You can also subscribe to folders using the email folder option in Preferences ("Folder Synchronization" on page 41).



To move a message from one folder to another, tap and hold on the message, and tap **Move** in the menu that is displayed; or tap the three dots at the bottom of the opened message and tap **Move**. A list of folders is displayed. Tap a folder and the message is moved to that folder.

To search the names and/or subjects in your email list, tap the search icon .

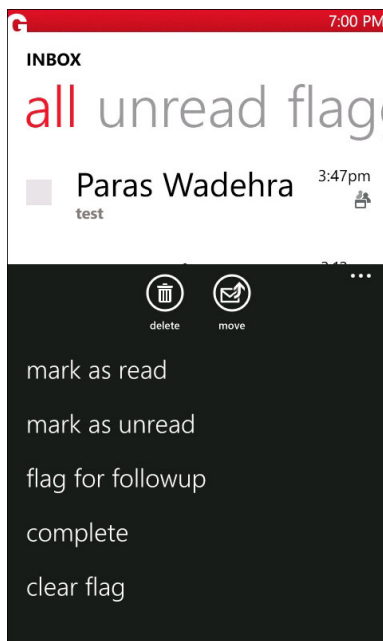


To respond to a message, open it and tap the response icon  at the bottom. You can reply, reply to all, or forward the message.

When you reply to a message, you cannot delete or edit the original email text. However, you can copy the text to a new message, then edit it. When you have finished your response, tap **Send**.

To handle multiple messages, tap the Selection Mode icon  in the email list. Tap the checkboxes next to the messages to be affected, and tap the Move icon  at the bottom of the screen to move multiple messages to a new folder, or tap the three-dot ellipsis to display a menu of other options.

Menu choices include Delete, Mark as Read, Mark as Unread, Move, Flag for Follow-up, Flag Complete, Clear Flag.



Viewing and Working With Attachments

Tap the attachment icon within a message to display a list of attachments. Tap an item in the list to download it.

Once an attachment has been downloaded, tap it to choose to:

- Display the contents of the attachment, or
- Save the attachment to the file repository, or

- Save the attachment to the file repository with a name you specify, or,
- Save all downloaded but unsaved attachments.

Most popular files are supported. You will be prompted to choose which third-party application to use to display the attachment. This operation must be enabled in advance by your administrator.

Supported attachments:

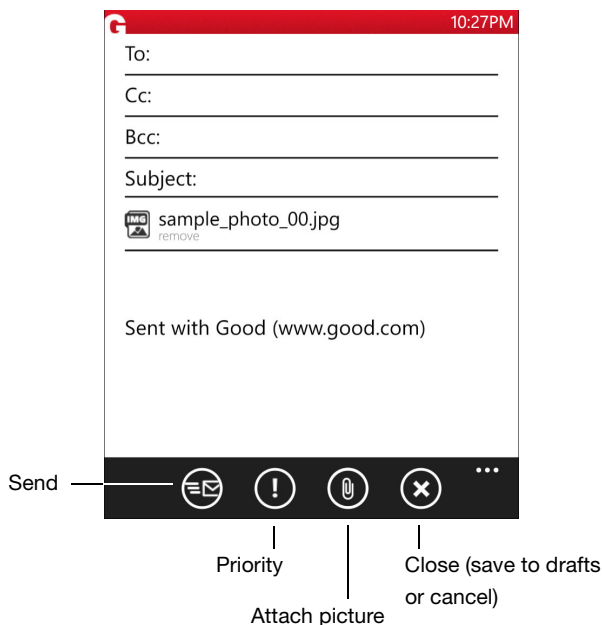
- doc, docx, docm, dotx, dotm, xls, xlsx, xlsxm, csv, ppt, pps, pptm, pptx, potx, potm, pot, ppsx, ppsm, rtf, pdf, txt, gif, jpg, png, msg (Exchange/Outlook)

Attachments that can be viewed depend upon which applications you have installed on your device. You can download any type of attachment, as long as the attachment's extension is not blocked by your IT administrator's security policy settings. However, in order to open the file after downloading, you'll need the correct third-party application installed on your device. There are a number of free and paid applications available on Windows Mobile 8 Marketplace for opening .doc, .ppt, .xls, .zip, and .pdf files. You can download one of these applications. Also note that .mp3 and .wav files are supported by the native Music application on the device. Also note that file-type support may vary from device to device.

To save delivery time, attachments are transferred to your device in separate sections. You can do other work in Good for Enterprise while the attachment(s) are being delivered. Exiting from Good for Enterprise before a download is complete will not cancel the operation.

Creating Email Messages

To create an email message, from the Email list in the Panorama or Email app view, tap the Add icon . A blank (or draft) message appears.




As you enter characters in the To, CC, and Bcc fields, a list of matching previous recipients and contacts appears. This includes your personal distribution lists. At the bottom of the list, when displayed, a message indicates that your corporate directory is being searched for further names.

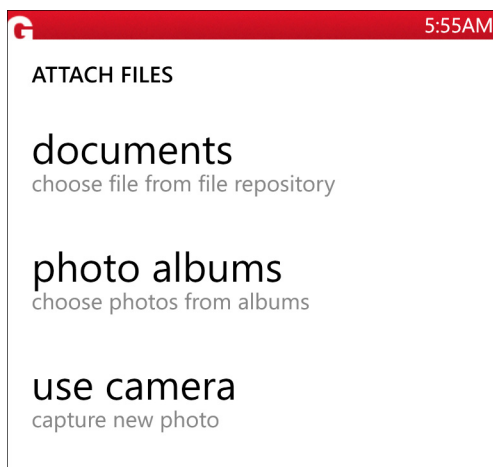
You can enter an email address directly or select a previous recipient or contact from the list. The To: field is limited to 32 recipients. For more on contacts, refer to “Contacts” on page 19.


Enter a message. When writing a long message, it’s a good idea to save your work occasionally. The message is saved in the Drafts folder. If you need to leave the message before you are ready to send it, you can tap the Close icon, save the message, and select it later in your Drafts folder to open it and continue writing it. If you are


interrupted by, for example, a phone call on the device, the message is saved in Drafts.


Note that your IT administrator may implement a policy that prohibits cut/copy/paste from Good for Enterprise to other applications on the device. Administrative policy can also control whether you can attach a photo from camera or photo album.

Tap the paper-clip icon  to securely attach a picture that you take, or that resides in a photo album on the device, or that resides in the file repository (“File Repository” on page 16), to the email.



Tap the Importance icon  to set importance: Normal, Low, or High.

Tap the Close icon  to save or discard the email.


When you have finished composing the email message, tap the Send icon .

Your administrator may institute a policy that displays a warning if you attempt to send email outside your enterprise. You'll be given a choice of which outside recipients to send to.

Messages you send are temporarily stored in the Outbox folder on your device. When the message is sent, a copy is stored in the Sent Items folder on your device and in your company account.

Responding to an Event Request

Event requests sent from other users appear in your Inbox with an


 icon. You can use your device to respond to event requests. From your Inbox, tap the message to open the event request. A description of the event appears. Tap any attachments to view them.

Display Day
View with this
meeting
included

Respond
options


Attachment to
invitation

Scroll down and
click on View All
Notes for
conference
details




11:02

Jorge Para




Invitation: Sales meeting - update
7/19/2013 11:03 


When: 7/19/2013 14:00 - 14:30
[Show in Calendar \(No conflicts\)](#)

Where: main conference room

Required: Rajini Mumm 

Response requested

 accept  tentative  decline

 Sales Meeting.eml
(eml, 1.91 kB)

This is an annual meeting.

Accept, decline, or tentatively accept the request using the icons in the message. After you choose a response, a prompt is displayed; you

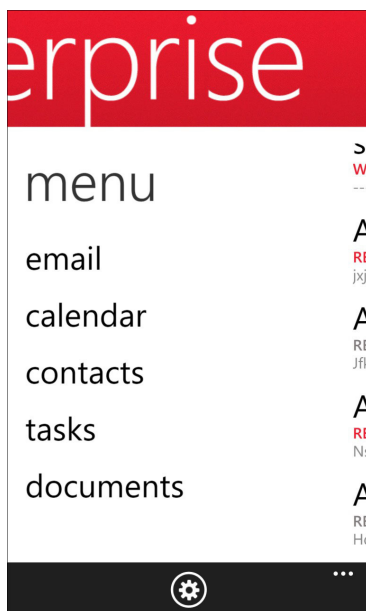
can send the response, add comments to it, or send no response. Add comments if desired. Then tap the Send icon to send your response.

After you send your response, the event request is automatically deleted from your Inbox and moved to the Deleted Items folder. Event requests that you accept are automatically added to your calendar.

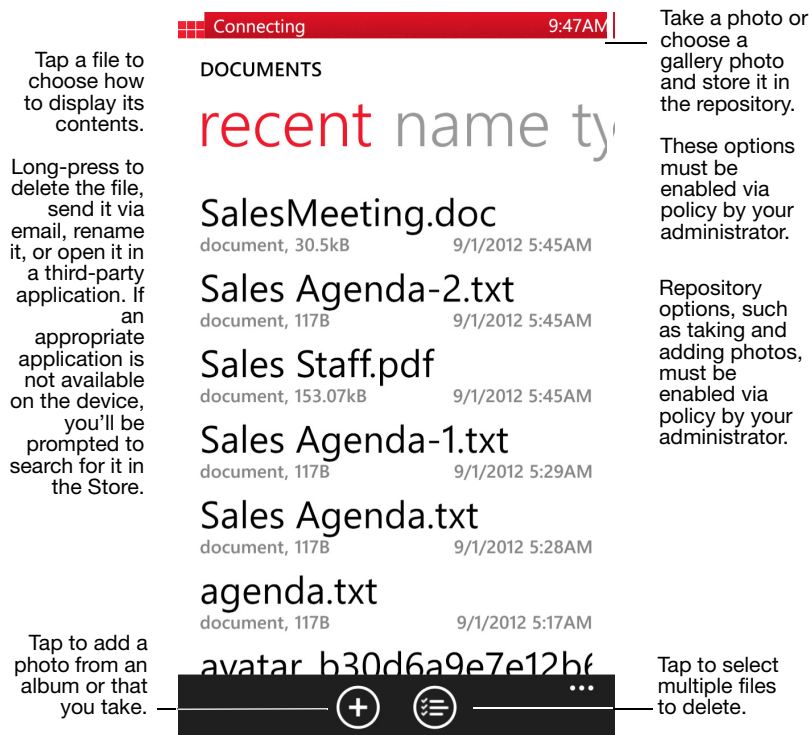
File Repository

Subject to policy restrictions set up by your administrator, you can save attachments in a secure file repository within your Good application.

To view a list of the files in your file repository, select Documents in the Panorama Menu view.



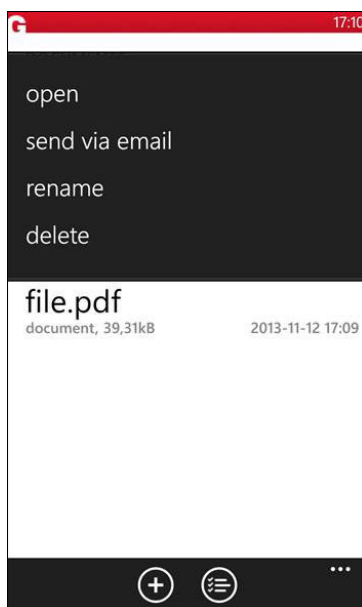
A list of repository files is displayed.



The file repository supports secure viewing of image files.

The file repository does not support folders.

Long-press a repository file to open it in a third-party application, send it via email, rename it, or delete it.



If after the long press, you choose “Send via email” from the menu that is displayed, you’ll be taken to the email Compose view, with the file attached; you can attach additional files using the paperclip icon.

To add a saved attachment in the repository to an email:

1. Tap the paper clip in the email.
2. Choose to add a document from the file repository, a photo album, or a camera shot that you take.
3. If you choose to add a document, select it from the file repository list.

If your IT administrator has disabled sending attachments, you will not be able to add or remove attachments when forwarding an email.

If your IT administrator has blocked certain file types for receiving, you will not be able to save those files in the secure file repository. If

such files have already been saved, you will not be able to view or otherwise use them. The application will show that the files are blocked by IT.

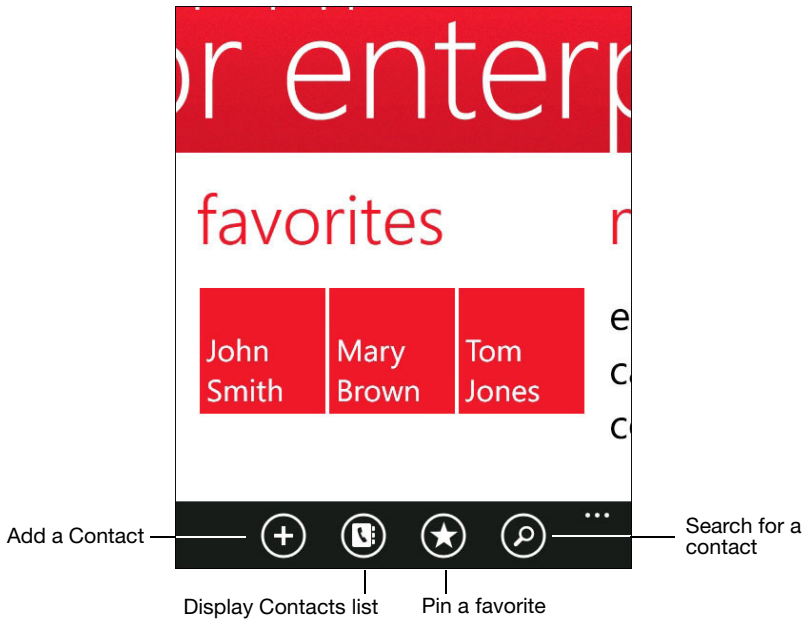
If your IT administrator has blocked certain file types for sending, you will not be able to view or attach those files to send in an email. The application will show that the files are blocked by IT.

The secure file repository within your Good application is not synced with your desktop or backed up. The files will be retained when the application is upgraded. However, these files will be deleted if you re-install the application or if your administrator disables file-repository support.

Refer to “Viewing and Working With Attachments” on page 11 for more on repository files.

Contacts

When Good for Enterprise is installed on your device, your company contacts are synchronized with the contacts in the Good application. (Your administrator can specify which elements of data in a contact are kept synchronized.) Thereafter, the contacts displayed within Good on the device will be kept up-to-date with your company contacts. The Good contacts will contain your personal contacts but not company history or shared contacts.




From Favorites in the Panorama view, you can:

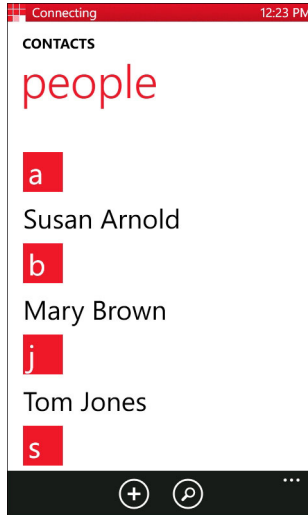
- Add a new contact
- Display the Contacts app
- Pin a favorite from the Contacts list to the Panorama view
- Search for a contact

To add your Good contacts to your device People contacts and keep them synchronized there, refer to “Calendar/Contacts” on page 43.

Viewing Contacts

To view your Good contacts, tap Contacts in the Panorama menu, or tap the Contacts icon  in the Favorites panel of the Panorama. A tiled view of all of your contacts is displayed.

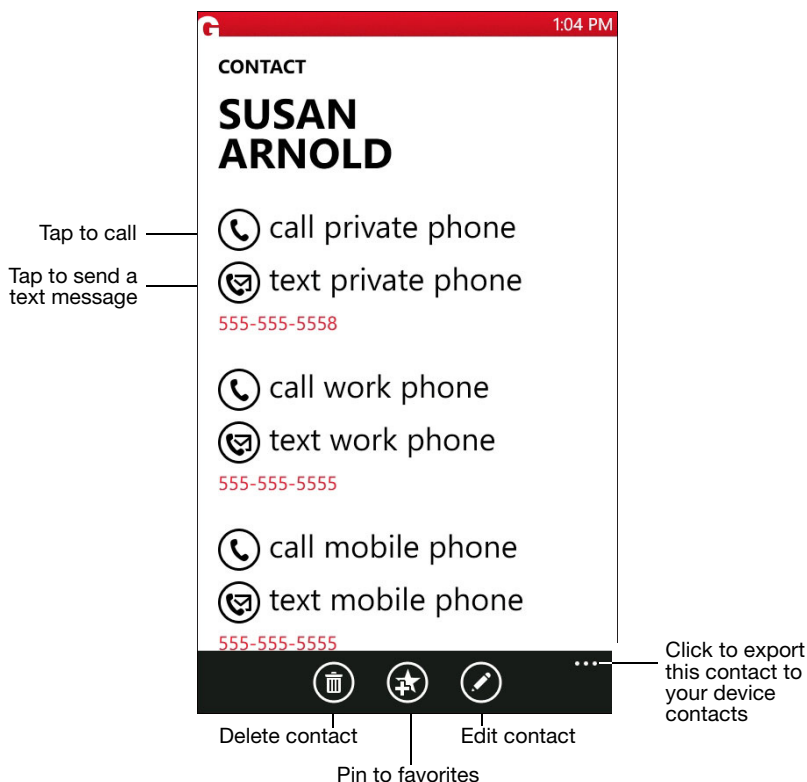
Long tap a name to display a menu to edit, pin to favorites, or delete a contact.



Tap a letter to display a tiled grid of all letters. Those containing contacts are shaded red.

In the tiled grid view, tap a shaded letter to display the full Contacts list.

Tap a contact to display its details.




Contacts can be used to make phone calls with your phone and send email and text messages.

Personal distribution lists are supported. They cannot be created/edited from your device, but will be synchronized with those you create on the desktop.

Text messaging uses the native app, with all its features.

Finding Contacts

When searching a long list, use rapid brush movements with your fingertip to accelerate scrolling in either direction. Touch the screen to stop the scrolling.

To search your contacts, tap the Search icon  in the Panorama Favorites tool bar or the tool bar on the main Contacts People screen.

To find a contact using the search screen, tap Contacts, Directory, or All, to search your personal contacts or the company directory, or both. Tap the Search field. You can find contacts based on the first few characters of a first name, last name, or company. This feature is useful for working with long lists of contacts. Matches will be displayed, for first and last names, and company.

For example, if you enter *smi* in the search field, only contacts with that string in them, such as Smith, are displayed.

If the characters you enter do not match any contacts, no names are displayed.

Note: You cannot search the company directory while working offline.


Handling Contacts

To edit, delete, or pin to Favorites a contact, long press on it in the contacts list. A menu is displayed to edit or delete the contact, or pin it to Favorites.

You can also long press on a favorite to edit or unpin it.

If you choose to delete the contact, you'll be prompted to confirm. You can also delete the contact from its detailed view, by tapping the

Delete icon .

If you choose to edit the contact, an edit screen is displayed. You can also reach this screen from the contact's detailed view, as with the delete operation, by tapping the Edit icon .

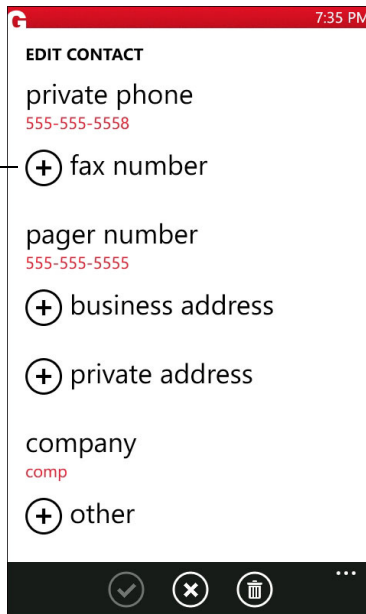
To pin/unpin a favorite, tap the  icon.


Tap an item on a contact's detailed view to open a screen on which to edit it.

Tap a field to edit

Tap plus fields to add to contact

To remove a field, tap it to open an edit screen, and then tap the Trash icon; the field will be removed and listed on this screen with a + next to it.



Enter or change information in the fields as desired. When you have finished making changes, tap the check-mark icon . You'll be prompted to save or discard your changes if you attempt to leave the screen without saving. To cancel the edit, tap the X icon.

To delete a field from the Contact details, open the field's edit screen and tap the Trash icon; the field will revert to a list item with the Plus icon next to it, for use later if you want to return the field to the contact.

Adding a Contact

To add a new contact to the Contacts list, tap the Add icon  in the Contacts list or the Panorama Favorites view.


A New Contact screen is displayed. Tap any field with a plus sign next to it to add it to the contact and to enter information for it.

At a minimum, you must add any one of the following items for a contact: first name, middle name, last name, company, or email address. The remaining fields are optional. You can enter up to three email addresses for a contact. You can also include a contact's title, business address, private address, and notes about the contact.

Note: Your IT policy determines which fields are available for inclusion in your contacts.

The device will accept contact phone numbers for the following categories: Work, Mobile, Private, Pager, and Fax. The other company categories are not synchronized with the device.

If you include the country code and/or area code as part of a contact's phone number, Good for Enterprise automatically includes this code (as required) when you dial the contact.

When you have finished entering contact information, tap the Save icon .

The new contact you added appears in the list of contacts and will be synchronized with contacts in your company account.

Calendar

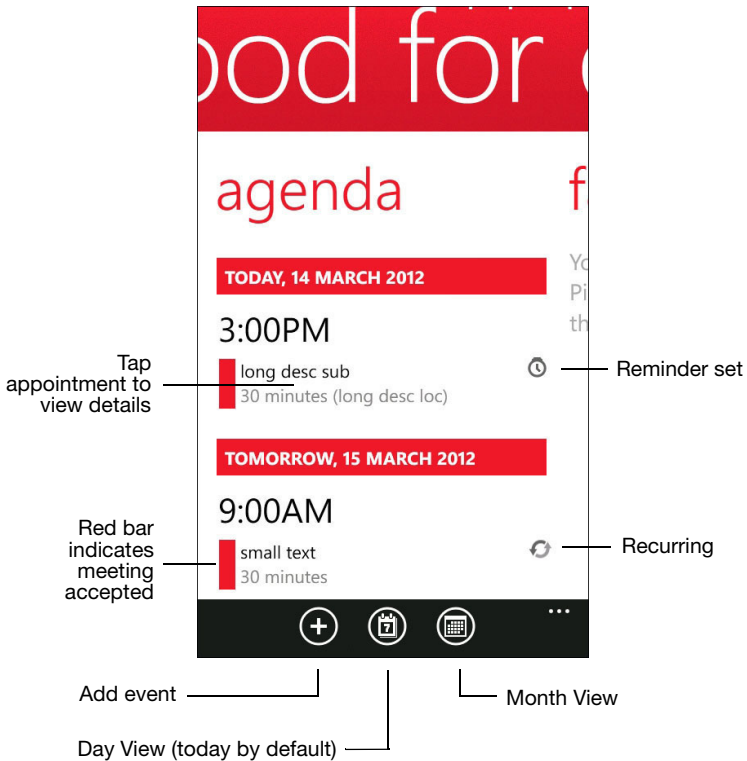
Good for Enterprise's Calendar feature keeps your device synchronized with your company calendar. You can use your device to monitor your company meetings and appointments. When your device is set up, all of your calendar events from the past week and all future events are added to it. With this application you can:

- View today's agenda in the Panorama view.
- View existing events by day or month
- Add new appointments
- Connect to conference calls

Your appointments for today are displayed as an Agenda panel in the Panorama view.

From here you can:

- Display the details of an appointment on the agenda by tapping it.
- Check the status of today's appointments.
- Connect to conference calls by tapping a link
- Edit or delete today's appointments.
- Create new appointments, by tapping on the Add button.
- Display the Calendar tool bar view.
- Display Calendar day and month views.



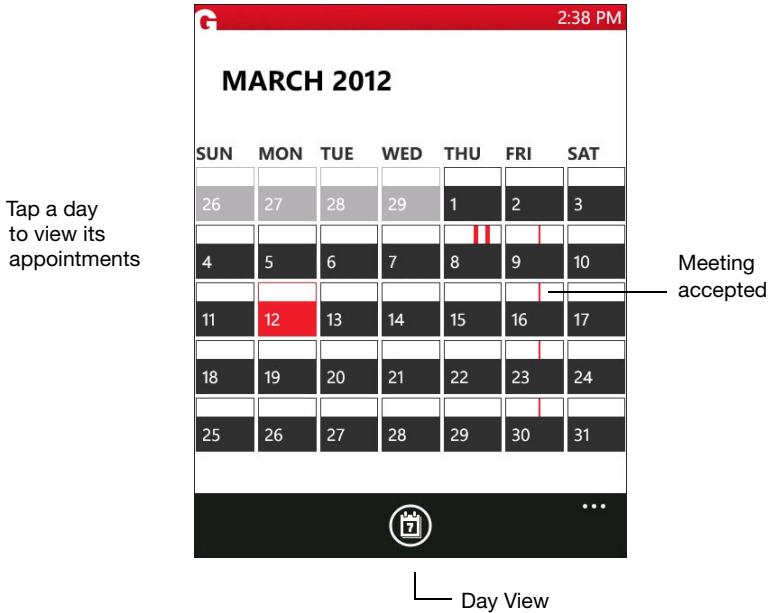
Viewing Appointments

A list of the day's appointments is displayed in your Panorama agenda and in Day View.

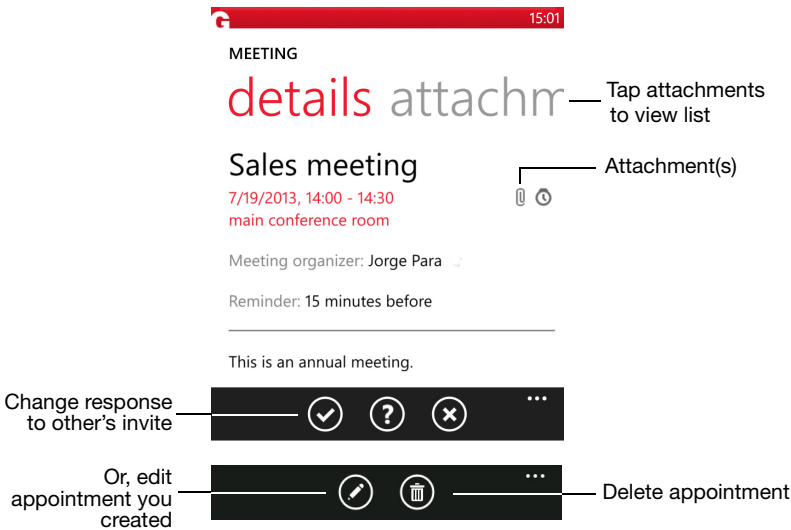


A red bar next to an event indicates that it has been accepted. A red-and-white striped bar indicates the event is tentative.

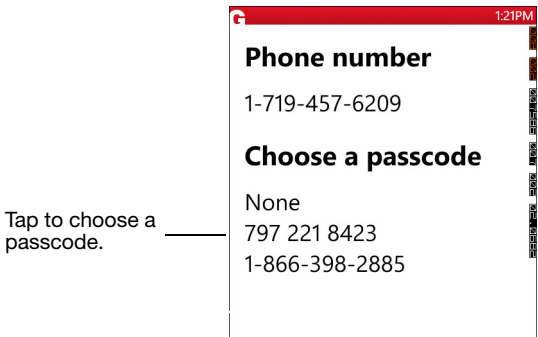
In Month View, accepted appointments are noted with red bars.



Tap an appointment in Agenda or Day view to display its details.




To initiate a call to a conference number listed in the appointment details, tap “view all notes” or the icon of a handset. Phone links are displayed on the Notes screen. Tap the desired number. A passcode list is displayed. You can also do this from the Location screen by pressing the icon of a handset.




Select the correct passcode from the list displayed; the list displays the passcodes you've received with meeting invitations. If this meeting includes a passcode, it will be listed. If no passcode is required or isn't supported by the dialer, tap None. In the case of unsupported passcodes, enter any required passcode over the phone when prompted. A pause and the conference code are added to the dialed number automatically.

Adding New Appointments

To add a new appointment, tap the New Event icon  in the Agenda or Day view.

Use the screen displayed to add an appointment to your calendar. Private appointments are supported.

 No data connection. 10:47 AM

NEW APPOINTMENT


Subject


Location

Start

How long

End

 attendees

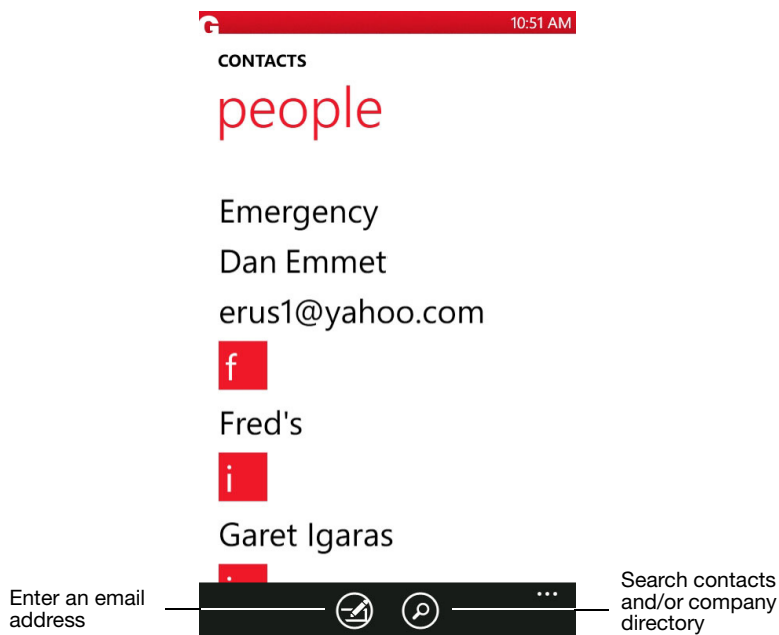
Tap a field to edit it.


You can set:

- Subject
- Location
- Start and finish or duration times
- Attendees
- Reminder
- Recurrence
- Status/Show As
- Notes

Tap a field or item to enter or choose a value for it.

To add attendees, tap the attendees icon and then the “required,” “optional,” or “resources” icon. Your Contacts “people” page is displayed.





Tap a contact to add him or her to the meeting. The contact’s availability is checked. You can also tap the  icon to add an attendee by specifying an email address. Tap the Search icon to find attendees in your contacts list and the company directory (“*Finding Contacts*” on page 23). Accept your list of attendees using the Save icon.



If the meeting is to recur, tap Recurrence. On the Recurrence screen, tap the Occurs field. The default is None. Choose how often the

meeting is to recur. Options range from daily to yearly on a specific day or date. You can also specify how many times the meeting is to recur.

Editing and Deleting Meetings

To delete a meeting, tap to open it and click the Delete icon  at the bottom of the screen. To edit a meeting that you've created, tap the meeting, tap the Edit icon , and make the required changes on the editing screen displayed.

For recurring events you created in your company account (for supported email platforms), you can edit a specific occurrence or the series of events. You can use the device to change the subject, location, notes, attendees, dates, times, and other rules for a series.

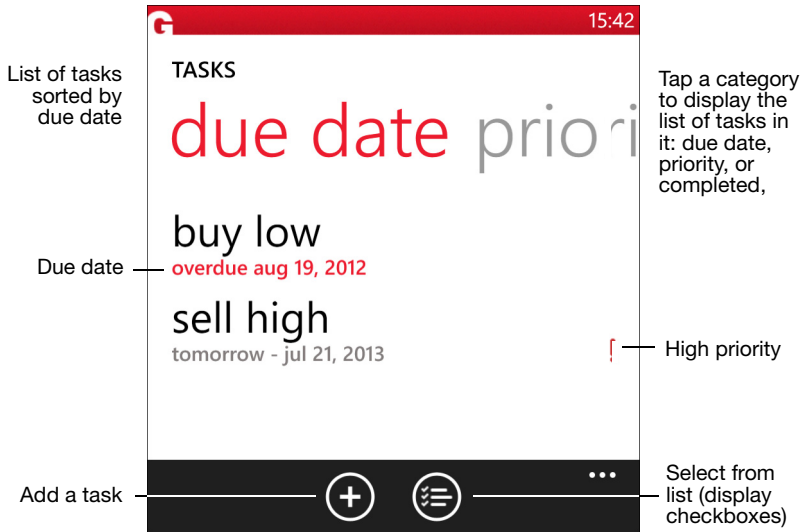
When you have finished changing the event, tap Save  or Cancel . The changes are sent to any attendees you invited. Attendees deleted from an event are not notified.

Tasks/To Do

This version of the Good Client supports Tasks and To Do features, synchronized between your company mail account and your device. Tasks or To Do's will only be displayed if your organization's Good Servers also support them. Recurring tasks and tasks created by flagged emails are not supported in this release.

You can create, edit, assign priority to, and delete task/to do entries.

To work with Tasks or To Do's, tap "tasks" in the main menu.



Swipe left or right to display tasks by due date, priority, or completed.

Clicking the select icon displays a list of tasks with empty checkboxes next to them. Select one or more tasks and tap the “Completed” or “Trash” icon at the bottom of the page to mark or delete multiple selected tasks.

Tap a task to edit it, delete it, or mark it complete.

To add a task or to do, tap the plus icon.

NEW TASK

Subject

Reminder ON

Reminder 8/18/2012 1:00 AM

Start date no start date

Due date no due date

Priority normal

Save [checkmark] [close] Cancel

Tap a field to edit it.

Complete the screen as desired and click Save.

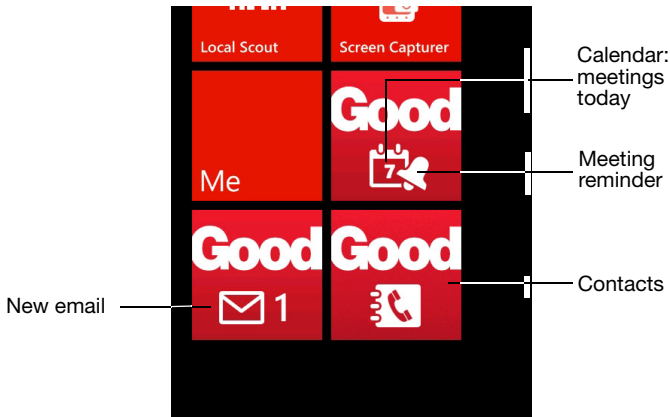
If you create a task with a start date but no end date in an Outlook/Exchange environment, the system will fill in the end date automatically as the same day as the start date.

Notifications

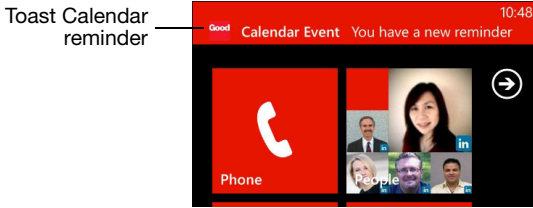
You can pin tiles for Good Email app (Email list in Panorama), Good Calendar app (Agenda in Panorama), and Good Contacts app (People list in Good) to the Start page. To do so, do the following:

- Long-press the Good tile in the applications list (for the Email list in Good Panorama) and choose “Pin to start.”
- Tap the three-dot ellipsis in the Panorama Agenda view (for Calendar) and choose “Pin to start.”
- Tap the three-dot ellipsis in the Contacts list (for Contacts) and choose “Pin to start.”

The tiles on the Start screen will display notifications for new email, today’s meetings, and meeting reminders.



The notification bar displays Calendar toast reminders as set for pending meetings. If you dismiss a reminder on your desktop before it is displayed on the device, the toast display will be canceled for the appointment.



To enable or disable Calendar toast notifications, refer to “Confirm exit” on page 44.

Exiting and Returning to Good for Enterprise

To exit and close Good for Enterprise, press the Back arrow and accept the prompt to exit.

To suspend the applications, press the Start button. Good will pause, saving its current state. Good will not synchronize with your desktop while paused. Good does not run in the background.

To resume Good when it is suspended, long-press the Back button and then tap Good in the list of applications displayed.

The operating system will close the suspended Good app if it needs additional resources for another application.

To restart Good without preserving its state when suspended, tap the Good application tile.

Notifications will continue to be received by the device even if Good is paused or not running. Email, Contacts, and Calendar will be updated when Good is running again.

Security

Your system administrator may require that you enter a password before using Good Mobile Messaging. Note that if this requirement is in force, you will need to enter your password whenever you start Good by tapping its tile on the Start screen.

However, if you have already been using the app, you can use Fast App Switching (holding the Back button down and then tapping the Good app) to reenter without using the password; this assumes that the app hasn't been terminated by the operating system since you last used it and is permitted by your IT policy.

Windows Phone 8 Synchronization

The following are exceptions to synchronization between your company account and the device:

- If the feature is enabled, your company-account contacts can be added to your native People accounts and kept synchronized there, but local device contacts are not synchronized to the corporate account.
- Items removed from the device via aging to free up space are not deleted from your company account.
- Synchronization of items in the company and device Sent Items folders are subject to policies set by your administrator.
- Items sent to the Drafts folder are not sent from your company account to device and vice versa.
- If you subscribe to a folder, the 100 most recent emails in it will be synchronized.

4 Preferences and Maintenance

This chapter describes how to maintain Good for Enterprise on your device. Topics described in this chapter include:

Email

- Folder Sync - Choose which email folders to sync
- Out of Office - Set your Out of Office details
- Signature - Set signature settings for sending email
- HTML Email - Turn on/off email display in HTML format

Contacts

- Device Sync - Turn on synchronization of Good contacts within device People contacts.

Calendar

- Calendar - Toast reminder notifications
- Contacts - Device Sync

General

- Lock - Lock the Good app
- Password - Turn password requirement on/off, as IT policy allows
- Notifications - Turn sound on/off for notifications
- Confirm exit - When enabled, warns you that you are about to back-arrow out of the Good for Enterprise app.

- About - Good for Enterprise version number, handheld information, end-user license agreement, send comments, send handheld logs
- License - Read end-user license
- Debug mode - Enable/disable additional diagnostic logs


To set or change a preference, scroll to Menu in the panorama view and tap the Preferences icon .

Email

Folder Synchronization

Your company Inbox, Deleted Items, and Sent Items folders are synchronized automatically with Good for Enterprise on your handheld. (Your administrator may choose to turn off Sent Items syncing.) Your Drafts folders are not synchronized. You can choose which other of your company folders are to be synced. Note that if you have your company account set up to filter mail into folders, you'll need to enable syncing with those folders on your handheld too, for the filtered messages to show up.

To enable syncing for a folder, select Preferences from the three-dot

ellipses menu in the Email list or tap the Preferences icon  in the Menu tool bar, then tap Folder Synchronize in the Email menu. Individual subfolders can be synced. When you turn on syncing, the folder's 100 previous emails are fetched.

Tap a folder and you'll be prompted "Do you want to subscribe to *"name"* folder to receive messages?" Tap Yes to enable synchronization.

Out of Office

To create and enable an automatic out-of-office auto response to incoming email, tap Out of Office in the Preferences Email menu.

Tap the Out of Office checkbox to toggle the feature on/off.

Enter or edit your response text in the Message field below.

Your settings and changes are synchronized with your company desktop account.

Your changes are saved automatically when you leave the screen.

Signature

To create and enable a signature for your email, tap Signature in the Email menu in Preferences.

Tap the Append Signature checkbox to toggle Signature on or off.

Enter or edit your signature text in the Message field below.

Your settings and changes are synchronized with your company desktop account.

Your changes are saved automatically when you leave the screen.

HTML Email

Tap HTML Email in the Preferences Email list, and tap the On/Off checkbox to toggle support for HTML email display (On), or to cause all emails to be displayed as simple text (Off).

If you turn off HTML support, any HTML emails already downloaded will continue to be displayed in HTML format.

Calendar/Contacts

Calendar

Tap Notifications in the Preferences Calendar list to enable/disable toast notifications.

Tap the toast notification checkbox to toggle notifications on or off.

Contacts

Once Good for Enterprise is up and running, your Good contacts will synchronize with your corporate contacts (in Outlook or Lotus, for example). You can also sync Good contacts with your People entries on the device. If you enable this feature, your Good contacts will appear in People with a Good label appended to them. (Other entries in People will not appear in Good Contacts.) In this case, Good contacts and their data will be kept updated in both locations, regardless of in which location you make a change.

With this syncing enabled, voice dialing, caller ID, SMS, and other such applications can leverage your Good contacts information. To sync your People and Good contacts on the device, turn on “device sync” on the Device Sync page under Contacts preferences.

Note that your administrator has the option of enabling or not enabling this feature.

General

Lock

In the Preferences General list, tap Lock to lock the Good for Enterprise application. A Good password, if set, will be required to resume use. If no Good password is set, this feature is automatically disabled. To set a password, refer to “Password” on page 44.

Password

The system administrator may require that you enter a password to run Good for Enterprise. The administrator sets policies that govern the format and function of this lock password.

You also have the option of setting such a password yourself, even if administrative policies do not require it.

If the password you enter does not conform to the administrative policies that are set for your device, an error message appears and you are prompted to re-enter the password.

Your administrator can set a policy that removes Good for Enterprise and all its data from the device if you enter an incorrect password a specified number of times in a row.

You can use Password in the Preferences General list to enable/disable and change your password.

If your administrator changes a password policy for your device, you'll be informed the next time that you are required to enter or change the password, or if you try to change the password yourself. At that time you'll be required to make any changes to your password that may be required by the new policy settings.

Confirm exit

If enabled, warns you if you are about to back-arrow out of the Good for Enterprise app.

Notifications

Turn sound for notifications on/off using Notifications in the Preferences General list. Tap the checkbox to toggle sound on/off.

About

Tap About in the Preferences General list to display version and copyright information about Good for Enterprise on your device

Your IT or helpdesk administrator may ask you to send in a log file from your device for troubleshooting purposes. To do so, on the About page tap Send Diagnostic Logs. A confirmation message will be displayed as the logs are sent. Once sent, "Sending logs" will revert to "Send logs."

License

Tap License in the Preferences General list to display the Good End-User License Agreement.

Debug Mode

Your IT or helpdesk administrator may instruct you to turn on additional diagnostic logging. If so, tap Debug Mode in the Preferences General menu, and tap the checkbox to toggle logging on/off.

Copyright, trademark and patent information.

Windows Phone User's Guide (last revised: 12/04/13)
Documentation complies with client software version 2.0.

Legal Notice

This document, as well as all accompanying documents for this product, is published by Good Technology Corporation ("Good"). Good may have patents or pending patent applications, trademarks, copyrights, and other intellectual property rights covering the subject matter in these documents. The furnishing of this, or any other document, does not in any way imply any license to these or other intellectual properties, except as expressly provided in written license agreements with Good. This document is for the use of licensed or authorized users only. No part of this document may be used, sold, reproduced, stored in a database or retrieval system or transmitted in any form or by any means, electronic or physical, for any purpose, other than the purchaser's authorized use without the express written permission of Good. Any unauthorized copying, distribution or disclosure of information is a violation of copyright laws.

While every effort has been made to ensure technical accuracy, information in this document is subject to change without notice and does not represent a commitment on the part of Good. The software described in this document is furnished under a license agreement or nondisclosure agreement. The software may be used or copied only in accordance with the terms of those written agreements.

The documentation provided is subject to change at Good's sole discretion without notice. It is your responsibility to utilize the most current documentation available. Good assumes no duty to update you, and therefore Good recommends that you check frequently for new versions. This documentation is provided "as is" and Good assumes no liability for the accuracy or completeness of the content. The content of this document may contain information regarding Good's future plans, including roadmaps and feature sets not yet available. It is stressed that this information is non-binding and Good creates no contractual obligation to deliver the features and functionality described herein, and expressly disclaims all theories of contract, detrimental reliance and/or promissory estoppel or similar theories.

Patents, Legal Information & Trademarks

© Copyright 2013. All rights reserved. All use is subject to license terms posted at www.good.com/legal. GOOD, GOOD TECHNOLOGY, the GOOD logo, GOOD FOR ENTERPRISE, GOOD FOR GOVERNMENT, GOOD FOR YOU, GOOD APPCENTRAL, GOOD DYNAMICS, SECURED BY GOOD, GOOD MOBILE MANAGER, GOOD CONNECT, GOOD SHARE, GOOD TRUST, GOOD VAULT, and GOOD DYNAMICS APPKINETICS are trademarks of Good Technology Corporation and its related entities. All third-party technology products are protected by issued and pending U.S. and foreign patents.

Good Technology, Inc.
430 N. Mary Avenue, Suite 200
Sunnyvale, CA 94085

Web site: <http://www.good.com>.

Be Good. Be Safe.

Please do not use while driving or engaged in any other activity that requires your full attention.

